



Technical Bulletin #20

FMCSA - Information Systems

Subject: New v2 Roadside software on Windows NT or Windows 2000

Keywords: ASPEN, Windows NT, Windows 2000, Registry

Date: February 14, 2001

Symptoms: When attempting to run ASPEN v2.0, ISS v2.0, PIQ v2.0 or Blizzard v2.0 on Windows NT 4.0 or Windows 2000 with less than administrator rights, users will see an error message about not being able to read critical system information from the Registry. The systems will then not run.

Cause: The Windows NT and 2000 security model prevents these programs from reading Registry settings unless the user has administrator rights.

Resolution: These programs have been modified so that all levels of users can successfully run the program. Updated versions will be available soon. A short-term workaround is to allow users using Windows NT or 2000 systems to have Administrator rights.

STILL HAVE QUESTIONS? – Contact FMCSA Technical Support for further explanation and assistance: Call 617-374-5090 Eastern Standard Time: 8 am - 4 pm.